



PARENT HANDBOOK

**Broken Arrow
1211 N Elm Pl
Broken Arrow, OK 74012
918.451.9336**

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WELCOME TO PLAYTIME (+)

Thank you for choosing Playtime (+)! We understand that choosing childcare is one of the most important decisions a family can make. Our goal is to provide a safe, flexible, nurturing, educational, and family-focused environment where children can learn, grow, explore, and thrive.

This handbook has been created to help families understand our policies, procedures, expectations, and philosophy. Enrollment at Playtime (+) indicates that parents/guardians have read, understood, and agreed to comply with all policies outlined in this handbook.

MISSION & PHILOSOPHY

The goal of Playtime (+) is to merge work with parenting by providing a facility with high-quality, developmentally appropriate childcare that focuses on the individual child.

We understand how difficult it can be to choose work over being at home with your child. Playtime (+) has designed a facility with your family's needs in mind by creating a flexible learning environment where parents are welcome to stop by and observe their child at any time.

Our program provides developmentally appropriate curriculum and care while considering each child's:

- Physical needs
- Intellectual development
- Social development
- Emotional well-being

Activities are designed to:

- Promote social skills
- Build positive self-image
- Encourage independence
- Teach emotional regulation
- Foster responsibility
- Create a sense of security and belonging

Our curriculum and classroom environments evolve as children grow and develop.

ENROLLMENT PROCEDURES

Playtime (+) enrolls children ages 4 months through 12 years regardless of race, religion, or sex.

Enrollment is offered on a first-come, first-served basis with priority given to siblings of currently enrolled children.

To enroll, parents/guardians must complete:

- Enrollment paperwork
- Financial agreement if applicable
- Immunization records
- Enrollment fee payment

Children are placed in classrooms according to:

- Age
- Developmental level
- Classroom availability
- Individual needs

Classroom promotions occur based on developmental readiness and classroom availability.

Enrollment fees are non-refundable and charged once per family.

PROGRAM OPTIONS

PART-TIME HOURLY / DAILY CARE

Hourly and daily care is available based on enrollment availability.

Key policies include:

- Hourly care is billed in 15-minute increments
- One-hour minimum charge applies
- Payment is due daily
- Rates are based on current posted pricing at time of service
- Meals and snacks are not included in hourly/daily rates
- Parents may provide meals/snacks or purchase them separately
- Food charges are billed separately from childcare fees

As a pay-daily facility, all balances must be paid by the end of each day.

MONTHLY CARE PROGRAM

Children ages 4 months and older may enroll in monthly care programs as space permits.

This program provides:

- Structured but flexible care
- Developmentally appropriate learning
- Social-emotional learning opportunities
- Consistent routines
- School readiness preparation

Monthly tuition:

- Is due in full on the 1st of each month

- May be split into two payments on the 1st and 15th
- Is based on reserved space, not attendance
- Does include meals/snacks

If monthly payment arrangements are not feasible, hourly/daily care options are available.

SCHOOL-AGE PROGRAM

Playtime (+) offers before-school, after-school, holiday, distance learning, and summer programs for school-age children.

Transportation may be available to select Broken Arrow Public Schools depending on enrollment and staffing availability.

School-age programs may include:

- Structured activities
- Gym play
- Outdoor play
- STEM activities
- Crafts
- Summer field trips
- Camp activities

Transportation fees and field trip fees are billed separately.

Camp shirts and closed-toe shoes may be required for certain activities and field trips.

FAMILY EXPECTATIONS & CENTER RULES

At Playtime (+), our goal is to provide a safe, positive, respectful, and fun environment where every child can learn, grow, and feel supported.

The following expectations help ensure a successful experience for all children, families, and staff.

EXPECTATIONS FOR CHILDREN

1. Have Fun & Be Kind

We want every child to laugh, learn, explore, and build friendships while feeling safe and cared for.

Children are encouraged to:

- Include others
- Use kind words
- Practice empathy
- Respect differences
- Encourage classmates

2. Respect Others

Children are expected to:

- Use respectful language
- Keep hands, feet, and objects to themselves
- Use gentle touches
- Respect personal space
- Use good manners
- Follow classroom expectations

Bullying, intimidation, threatening behavior, repeated disrespect, or aggressive behavior toward children or staff will not be tolerated.

3. Listen & Follow Directions

Teachers are responsible for keeping all children safe.

Children are expected to:

- Follow classroom rules
- Stay with their assigned group
- Listen to staff directions
- Participate safely

For safety reasons:

- Running inside the building is prohibited
- Unsafe play is not permitted
- Climbing on furniture is prohibited
- Wandering away from staff or assigned groups is not allowed

4. Take Care of Our Center

Children are expected to help care for:

- Toys
- Classrooms
- Playground equipment
- Supplies
- Learning materials

Children should:

- Clean up after themselves
- Use materials appropriately
- Help keep classrooms organized
- Respect center property

Intentional destruction of property may result in replacement charges.

5. Appropriate Language & Behavior

The following are not permitted:

- Profanity
- Threatening language
- Offensive comments
- Inappropriate jokes
- Harassment
- Disrespectful behavior

This expectation applies to:

- Children
- Parents/guardians
- Visitors
- Family members inside the facility

We strive to maintain a respectful and family-friendly environment at all times.

HOURS OF OPERATION

Playtime (+) operates Monday through Friday from 7:00 a.m. to 6:30 p.m.

Families are expected to arrive early enough to:

- Gather belongings
- Speak with staff if necessary
- Exit the building by 6:30 p.m.

Please be respectful of staff schedules and closing procedures.

HOLIDAY CLOSURES

Playtime (+) is closed for:

- New Year's Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day
- Black Friday
- Christmas Eve
- Christmas Day
- Day after Christmas

The facility closes early on:

- Halloween

- New Year's Eve

Additional closures or schedule changes may occur with written notice.

In the event of inclement weather, notifications will be shared through:

- Facebook
- ChildPilot

LATE PICK-UP POLICY

A late fee of \$1.00 per minute, per child begins at 6:31 p.m.

Late fees also apply when:

- A child is required to be picked up due to illness
- A child must be picked up for behavior concerns
- Parents fail to arrive within 30 minutes of notification

Late fees are due immediately and may be automatically charged to the card on file.

Repeated late pick-ups may result in termination of care.

If a child remains after closing and emergency contacts cannot be reached within 30 minutes, Child Protective Services may be contacted for guidance.

TUITION, PAYMENT & REFUND POLICY

Tuition Policies

All tuition is paid in advance according to enrollment agreements.

Full-time care operates on a reserved-space basis rather than attendance.

Therefore:

- Tuition is due regardless of attendance
- No refunds or credits are given for:
 - Illness
 - Vacation
 - Holidays
 - Weather closures
 - Emergency closures
 - Absences
- Continued payment is required to hold a child's spot

Accepted Payment Methods

Playtime (+) accepts:

- Debit cards
- Credit cards
- Money orders
- Cash

Checks are not accepted.

Payment & Late Payment Policy

Failure to make payment as scheduled may result in:

- Late fees
- Suspension of services
- Denial of care until the account is current
- Termination of care

Playtime (+) reserves the right to deny care for accounts with outstanding balances.

Enrollment fees are non-refundable.

DHS SUBSIDY POLICIES

Playtime (+) accepts DHS subsidy based on enrollment availability.

Parents receiving DHS assistance are responsible for:

- Paying all DHS copays
- Completing required daily swipes/check-ins
- Maintaining account balances

Important reminders:

- DHS swipes must be completed the same day as attendance
- Failure to swipe within 5 days may result in private pay charges
- Reimbursement may occur once DHS processes corrected attendance

Parents are ultimately responsible for ensuring attendance is properly recorded.

Meals/snacks are not included in DHS reimbursement rates and are billed separately.

HEALTH & ILLNESS POLICIES

To protect the health and safety of all children and staff, Playtime (+) strictly enforces illness policies.

Children Must Stay Home If They Have:

- Fever exceeding 100.9°F
- Vomiting within the last 24 hours
- Diarrhea
- Conjunctivitis (pink eye)
- Contagious illness symptoms
- Unexplained rash
- Colored discharge from eyes, ears, or nose
- Unusual drowsiness preventing participation

Illness Pick-Up Requirement

Parents must pick up sick children within 30 minutes of notification.

Late fees apply after 30 minutes.

Return to Care Requirements

Children must be symptom-free for a full 24 hours WITHOUT medication before returning.

Medication used to mask symptoms does not qualify a child to return.

Parents should never send children after administering fever reducers to hide symptoms.

Contagious Illness Reporting

Parents must notify the center immediately if a child contracts a contagious illness.

MEDICATION POLICY

A signed medication authorization form must be on file before medication can be administered.

Policies include:

- Prescription medication must be in original containers
- Only one day's dose should be brought when possible
- Diaper cream/ointment may be administered with authorization
- Other over-the-counter medication requires director approval

Emergency medications and equipment for life-threatening conditions may be accepted with:

- Written instructions
- Physician guidance when required

Emergency medications are used only in emergencies and after contacting 911 when necessary.

SAFETY & SECURITY

Playtime (+) prioritizes child safety and facility security.

Security Procedures

- Exterior doors are secured with maglock systems
- All visitors must check in at the front desk
- Children are released only to authorized individuals
- Photo ID may be required at any time
- Last-minute authorization changes must be communicated to management

Children will not be released if authorization cannot be verified.

Emergency Procedures

Playtime (+) staff are trained in:

- CPR
- Basic First Aid

In emergencies:

- Parents will be contacted immediately
- Emergency services may be called
- Staff remain with children during evacuations

Fire and tornado drills are conducted monthly.

In the event of evacuation, relocation information will be posted at the center and shared publicly when appropriate.

PROGRAM POLICIES

Parents are an important part of Playtime (+), and family involvement is encouraged.

Parents of enrolled children are permitted reasonable access to all areas of the facility during operating hours.

For safety:

- An adult must accompany children during drop-off and pick-up
- Children may not enter or leave without an adult

Each classroom is equipped with security cameras.

Parents receive updates and reports through the ChildPilot app.

Compliance and licensing information is available in the lobby.

COMMUNICATION POLICY

Playtime (+) is committed to open and respectful communication.

Families may receive communication through:

- ChildPilot
- Phone calls
- Verbal communication
- Email
- Facebook updates
- Written notices

Parents are responsible for keeping all information current, including:

- Phone numbers
- Emergency contacts
- Custody paperwork
- Authorized pick-up individuals
- Medical information

Parents must immediately notify management regarding:

- Custody changes
- Protective orders
- Contact restrictions
- Emergency contact changes

For urgent matters, parents should contact the center directly at 918-451-9336.

We strive to respond to non-emergency communication within 24 business hours.

DAILY SCHEDULE OVERVIEW

Schedules vary by classroom and age group, but daily routines may include:

- Arrival and free play
- Curriculum activities
- Circle time
- Learning centers
- Meals/snacks
- Outdoor play
- Rest/nap time
- Afternoon activities
- Departure

Infants follow individualized demand schedules based on their personal needs.

CURRICULUM & LEARNING

Playtime (+) uses a developmental approach to curriculum and program management.

Curriculum is designed according to:

- Developmental milestones
- Child interests
- Classroom observations
- Current childcare research

Learning activities are intended to:

- Encourage creativity
- Build emotional regulation
- Promote responsibility
- Develop social skills
- Encourage problem-solving
- Support kindergarten readiness

Children are challenged appropriately according to developmental level.

FIELD TRIPS & ACTIVITIES

Field trips may be planned for children ages 4 and older.

Parents will:

- Receive advance notice
- Sign permission slips
- Pay field trip fees separately

Requirements for field trips may include:

- Closed-toe shoes
- Camp shirts
- Appropriate behavior

Field trip costs are non-refundable due to limited seating and reservation requirements.

POTTY TRAINING REQUIREMENT

All children age 4 and older must be fully potty trained unless otherwise required by law or previously approved by administration.

Children must be able to:

- Use the restroom independently
- Wipe appropriately
- Manage clothing independently
- Communicate restroom needs

Due to staffing ratios and licensing requirements, Playtime (+) cannot provide ongoing one-on-one toileting assistance for school-age children.

CLOTHING & PERSONAL BELONGINGS

Children should arrive dressed appropriately for:

- Active play
- Outdoor activities
- Water activities
- Learning activities

Parents should provide:

- Comfortable play clothes
- Closed-toe shoes
- Extra clothing
- Diapers/wipes if applicable

Children are required to remain appropriately clothed in classrooms and public areas.

Personal Belongings

Playtime (+) is not responsible for:

- Lost items
- Damaged items
- Stolen items
- Damaged clothing

Please label all belongings.

Children should not bring:

- Electronics
- Trading cards
- Money
- Jewelry
- Valuable toys

unless specifically requested.

FOOD GUIDELINES & NUTRITION

Playtime (+) does not participate in food programs.

Meals and snacks are billed separately from childcare fees unless parents provide food from home.

Food Policies

Parents providing food must send:

- Nutritious meals
- Age-appropriate food
- Ready-to-eat food
- Balanced meals consistent with OKDHS guidelines

Meals/snacks should include:

- Fruits and vegetables
- Whole grains
- Protein and/or dairy

Prohibited Items

The following are not permitted:

- Soda/pop
- Gum
- Energy drinks
- Coffee
- Caffeinated beverages

Dietary Restrictions & Allergies

Parents must notify the center in writing regarding:

- Food allergies
- Dietary restrictions
- Medical dietary needs
- Religious restrictions

A physician's note may be required.

If meals from home do not meet center guidelines, Playtime (+) may supplement meals and charge accordingly.

OUTDOOR PLAY & WEATHER POLICY

Outdoor play is an important part of our daily routine.

Children will participate in outdoor activities daily when weather permits.

Outdoor activities may be limited or canceled during:

- Severe weather
- Excessive heat
- Dangerous wind chill
- Unsafe outdoor conditions

REST TIME POLICY

Sheets and blankets are provided by Playtime (+) and washed weekly.

Children participating in rest time will be supervised at all times.

PHOTO & SOCIAL MEDIA POLICY

Playtime (+) may take photos of children during daily activities for:

- Internal documentation
- Parent communication
- Classroom displays
- Social media (with permission)

No child's image will be publicly shared without written parental permission.

Parent Social Media Expectations

Playtime (+) encourages respectful and direct communication regarding concerns.

Parents/guardians agree not to post knowingly false, misleading, defamatory, threatening, or harassing statements regarding:

- Playtime (+)
- Staff
- Children
- Other families

on social media or public platforms.

To protect privacy and safety:

- Parents may not post photos/videos of children other than their own without permission
- Confidential incidents involving children, staff, or families should not be discussed publicly
- Harassment, bullying, or threats through online platforms will not be tolerated

Playtime (+) reserves the right to terminate services if online behavior creates a hostile, unsafe, disruptive, or damaging environment.

We strongly encourage families to contact management directly with concerns so they may be addressed promptly and professionally.

GUIDANCE, DISCIPLINE & BEHAVIOR MANAGEMENT

Playtime (+) uses positive guidance and conscious discipline strategies.

Our philosophy is that children need guidance more than punishment.

All discipline methods are:

- Developmentally appropriate
- Constructive
- Educational
- Responsive to circumstances
- Consistent with OKDHS regulations

Children are redirected using:

- Positive reinforcement
- Logical consequences
- Safe redirection
- Emotional coaching
- Problem-solving strategies

Prohibited Discipline Methods

The following are NEVER permitted:

- Spanking
- Hitting
- Shaking
- Humiliation
- Threats
- Yelling
- Harsh language
- Food withholding
- Toileting punishment
- Physical restraint
- Exposure to extreme temperatures

Escalation Process

If behaviors become unsafe or disruptive, the following may occur:

1. Classroom redirection
2. Parent communication
3. Behavior plans
4. Early pick-up
5. Temporary suspension
6. Termination of care

Playtime (+) reserves the right to determine when a child's needs exceed what can safely be managed in a group setting.

Zero Tolerance Behaviors

The following behaviors may result in immediate action:

- Fighting
- Violence
- Threats of violence
- Aggressive behavior
- Repeated unsafe behavior
- Severe disruption
- Bullying
- Threatening staff or children

DISMISSAL, WITHDRAWAL & TERMINATION

Dismissal of Children

Dismissal may occur when:

- A child's needs cannot be safely met
- One-on-one care is required beyond staffing abilities
- Policies are repeatedly violated
- Parent cooperation is lacking

Children requiring continuous one-on-one attention may be sent home.

Withdrawal Policy

Parents withdrawing from care are required to provide written notice.

Failure to provide notice may result in additional tuition charges.

Termination of Care

Playtime (+) reserves the right to terminate care at any time due to:

- Non-payment
- Policy violations
- Unsafe behavior
- Parent misconduct
- Inability to safely meet a child's needs

PARENT CONDUCT POLICY

Parents and visitors are expected to communicate respectfully with:

- Staff
- Children
- Other families

The following are prohibited:

- Profanity
- Threats
- Harassment
- Intimidation
- Aggressive confrontations
- Disruptive conduct

Playtime (+) reserves the right to terminate services if parent behavior creates an unsafe or hostile environment.

STATE LICENSING COMPLIANCE

Playtime (+) follows all Oklahoma Department of Human Services (OKDHS) Child Care Licensing requirements.

Policies may be updated at any time to maintain:

- Licensing compliance
- Operational safety
- Regulatory requirements
- Best practices

Families are expected to cooperate with all licensing and safety requirements.

RELEASE OF LIABILITY & PARENT ACKNOWLEDGMENT

By enrolling in Playtime (+), parents/guardians acknowledge that:

- They have read, understood, and agreed to all policies in this handbook
- Minor injuries may occur during normal childcare activities
- They agree to comply with illness, behavior, payment, and safety policies
- Failure to follow policies may result in suspension or termination of services

CONTACT INFORMATION

PLAYTIME (+)

1211 N Elm Pl
Broken Arrow, OK 74012
Phone: 918-451-9336

Thank you for being part of the Playtime (+) family!